

Get

CONNECTED

qb intuit
quickbooks.

Canada

CRA Service to Business

Developments in digital services

Heather Daniels



Canada Revenue
Agency

Agence du revenu
du Canada

qb intuit
quickbooks.



Take a few moments
to **Connect** with
your neighbour

Today's speaker



Heather Daniels

Director General

Business Returns Directorate

Assessment, Benefit, and Service Branch

Canada Revenue Agency

Agenda

Digital Services Modernization

Secure Portals Re-engineering

New and Upcoming E-services

Serving You Better: Top 10 Priorities

The CRA BizApp

Questions & Input

Digital Services Modernization



Digital Services Modernization

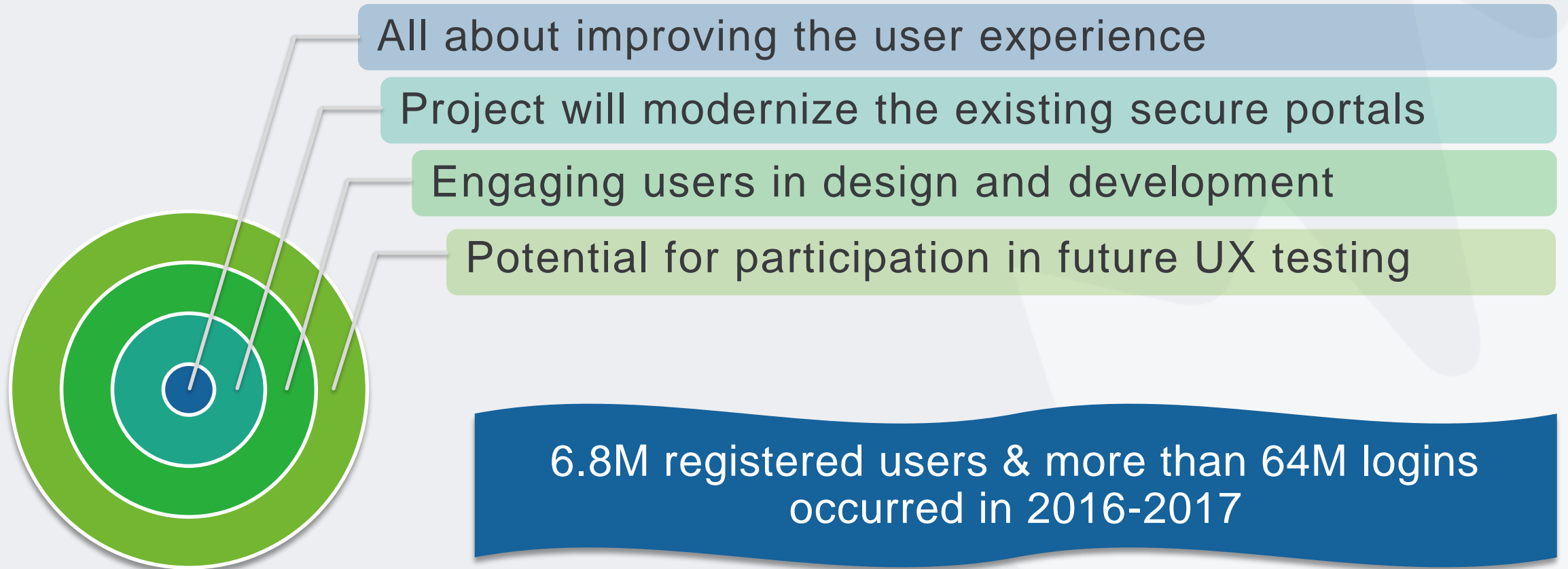


The direction...

1. Fast, easy, and integrated services
2. Increase the use of digital services
3. Create digital services that are easy to use
4. Understand the environment
5. Users are at the heart of the organization
6. Technology, data, and processes that serve the CRA's goals





Secure Portals Re-engineering



Secure Portals Re-engineering

[Français](#)

**Government of Canada**
Gouvernement du Canada

Search Canada.ca 

[Jobs](#) [Immigration](#) [Travel](#) [Business](#) [Benefits](#) [Health](#) [Taxes](#) [More services](#)

[Home](#) → [Taxes](#) → [E-services](#)

CRA Online Services


Use this secure service to access your personal and business tax information or the same information on behalf of your client(s).

Choose from one of two ways to access CRA Online Services:

Continue to Sign-In Partner

- Use the same sign in information you use for other online services (for example, online banking).
- None of your information will be shared with CRA. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the CRA website to use your Sign-In Partner.

[View the full list of Sign-In Partners](#)



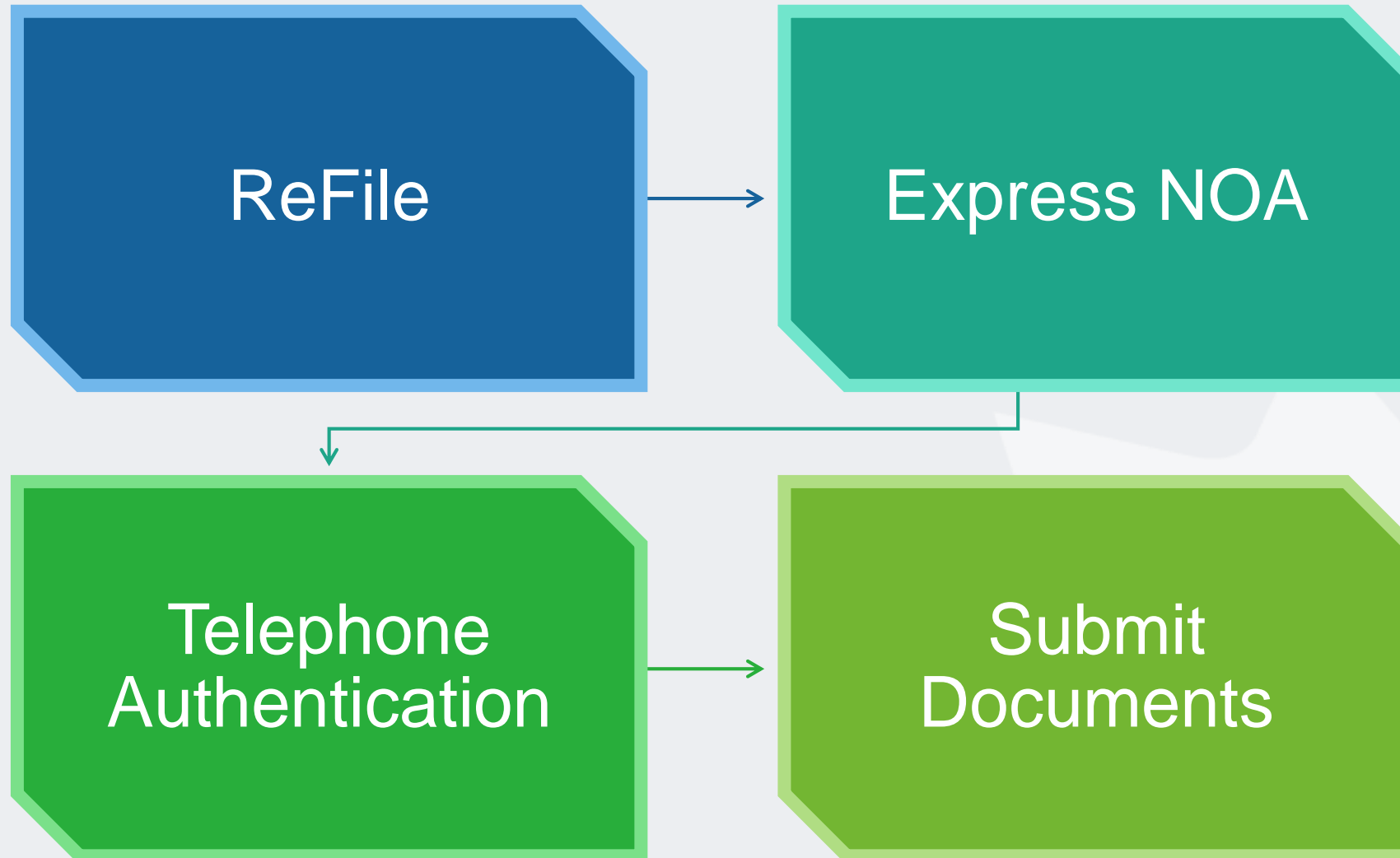
CRA login **CRA register**

- Log in with your CRA user ID and password or register if you do not have a CRA user ID and password.
- [Forgot your password or user ID?](#)
- [Entering your CRA security code?](#)

Help and FAQs

- [CRA user ID and password](#)
- [Sign-in Partners](#)

T1 Updates



T2 Auto-fill

- Owners and representatives can download assessed tax information from the CRA to tax software.
- Four components, or options, available for download:
 1. T2 Return information
 2. Return balances
 3. Account balances
 4. Business Number address, email, and return mail indicator (RMI) information



Attach-a-doc

Phase 1

- Insurance corporations

Phase 2

- All corporations
- Very specific documents



Capital Dividend Account

Full system automation of CDA

Phase 1

Create
standardized
Sch89 form



Phase 2

Display
information on My
Business Account

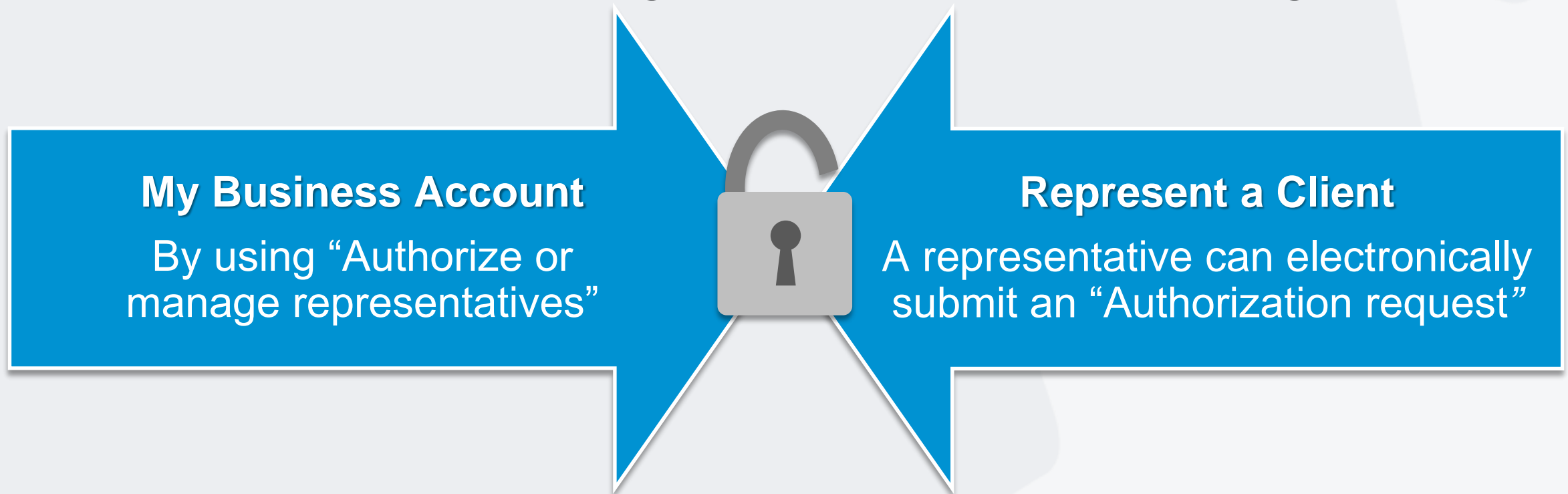


Phase 3

Capture in
software;
cross-reference
with other data
from T2 return

Representative Authorization

A representative can be given online access through:



As of May 2017, Form RC59 sent to tax centres provides offline access only, that is, by phone and paper.

EFILE Business Authorization Requests

Representatives complete business authorization questions

Client signs

Transmit authorization to CRA using EFILE

CRA calls the various signing authorities to confirm



Services for GST/HST

Spring 2017

**New GST/HST
return filing
shortcut if you
have nil/no
amounts to
report**

Fall 2017

**Returned Mail
Indicator in
GST/HST
NETFILE**

Spring 2018

**Addition of
Account Alerts
in MyBA**

**Fall 2018
(tentative)**

**Capturing an
email address
via GST/HST
Internet File
Transfer (GIFT)**

Filing and Balance Confirmation Letter

Gives business owners and their authorized representatives the opportunity to self-generate an accessible digital "Filing and balance confirmation letter" for their business accounts



RT

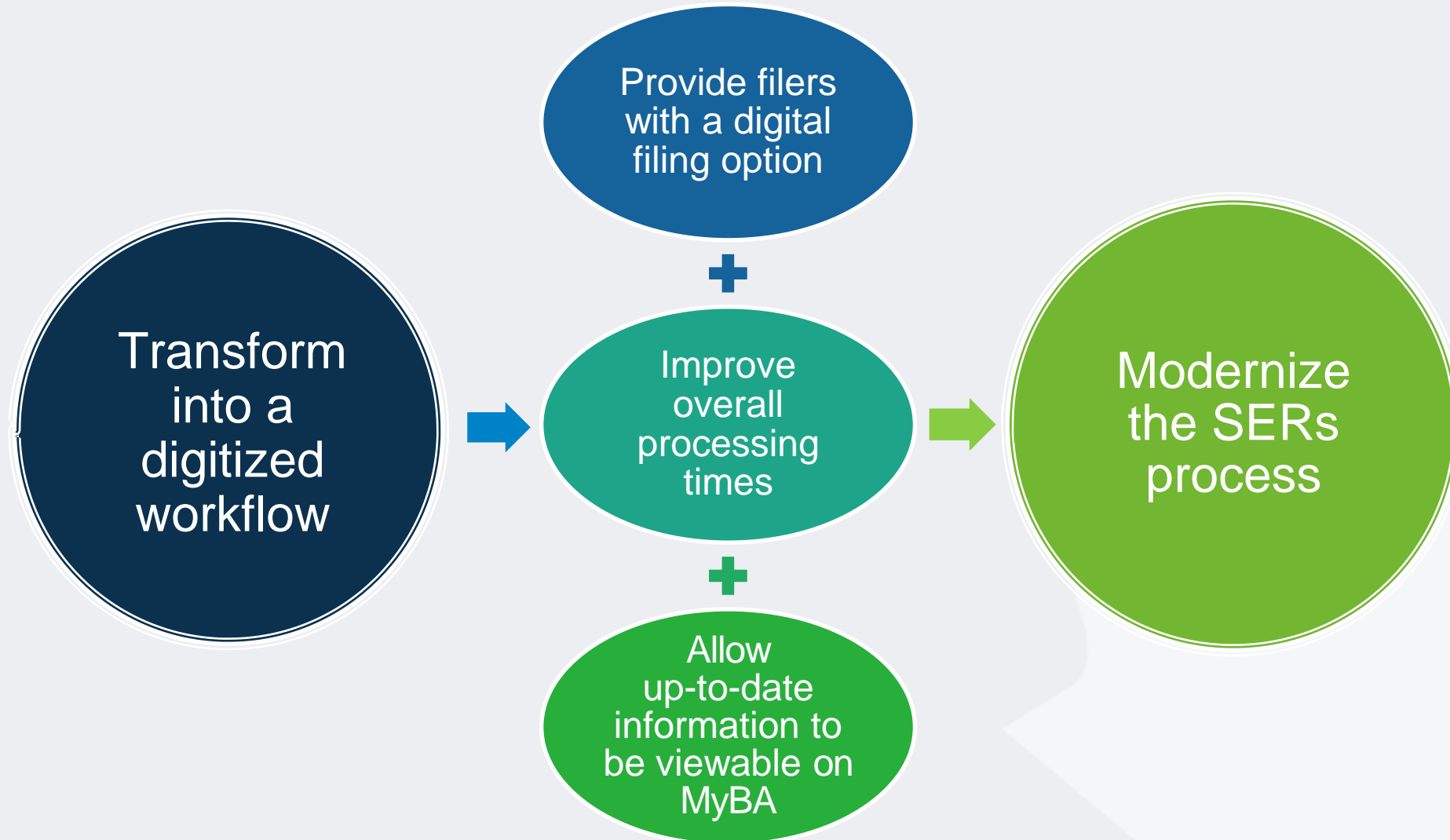
RC

RP






OL

May
2018

Special Elections and Returns (SERs)



Serving You Better: Top 10 Priorities

- 1 Receive a CRA security code by email. 
- 2 Call a new dedicated telephone service for tax preparers that helps with more complex technical issues. 
- 3 Request a Liaison Officer visit. 
- 4 Provide T4 information slips to their employees in electronic format (certain conditions apply). 
- 5 Use T2 Auto-fill through commercial software. 

Serving You Better: Top 10 Priorities

6

Ability to create their own filing and balance confirmation letters online.



7

View short 'how-to' videos that explain the services on My Business Account.



8

Experience telephone service improvements as we transition to the Government of Canada telephony platform over the next four years.



9

Share feedback about their audit experience in a new post-audit survey.



10

Resolve objections faster.



The CRA BizApp

Services offered in the BizApp:

- Pay arrears balance via Pre-Authorized Debits (PADs)
- View arrears balance
- View transaction details
- View GST/HST expected returns and filed returns status
- View corporation income tax returns status



Questions & Input?



Get

CONNECTED

